

Hardware Support: Option Availability by Product

| HARDWARE SUPPORT OPTION | STANDARD | STANDARD PLUS | ADVANCED | | PREMIUM PLUS | |
|---|---|-------------------|----------------------------------|----------------------------|--------------|-------------------------------|
| | ALL OPTIONS INCLUDE 24X7 ONLINE AND PHONE SUPPORT | | | | | |
| | RETURN TO FACTORY | SAME DAY SHIPMENT | NEXT BUSINESS DAY DELIVERY (NBD) | NBD WITH ONSITE TECHNICIAN | 24x7x4 | 24x7x4 WITH ONSITE TECHNICIAN |
| ProxySG/ MACH5/ Web Application Protection | | | | | | |
| 300 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| S200 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| S400 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| S500 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ASG | | | | | | |
| ASG S200 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ASG S400 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ASG S500 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PACKETSHAPER | | | | | | |
| PS S200 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PS S400 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PS S500 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Content Analysis System | | | | | | |
| S200 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| S400 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| S500 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SSL VISIBILITY | | | | | | |
| SV800 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SV1800 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SV2800 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SV3800 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Netmods | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| DATA LOSS PREVENTION | | | | | | |
| S500 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| MANAGEMENT CENTER | | | | | | |
| S400 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| REPORTER | | | | | | |
| RP-S500 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| DIRECTOR | | | | | | |
| 510 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| POLICY CENTER | | | | | | |
| PC-S200 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| CACHEFLOW | | | | | | |
| 500 KX | n/a | ✓ | ✓ | n/a | n/a | n/a |
| 5000 MX | n/a | ✓ | ✓ | n/a | n/a | n/a |
| ATP | | | | | | |
| 8840 | | | ✓ HW only | | | |
| 8880 | | | ✓ HW only | | | |
| Messaging Gateway | | | | | | |
| 8340 | n/a | n/a | ✓ | n/a | n/a | n/a |
| 8380 | n/a | n/a | ✓ | n/a | n/a | n/a |
| Security Analytics | | | | | | |
| S500 | n/a | ✓ | ✓ | n/a | n/a | n/a |
| SA Storage Expansion | | | | | | |
| J5300 | n/a | ✓ | ✓ | n/a | n/a | n/a |
| IoT | | | | | | |
| SCNR | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SCNR-Neural | ✓ | ✓ | n/a | n/a | n/a | n/a |
| SD Cloud Connector | | | | | | |
| CCE | n/a | ✓ | ✓ | n/a | n/a | n/a |
| LEGEND: | | | | | | |
| ✓ | Option is available | | | | | |
| ✓ HW only | Option is available without 24X7 ONLINE AND PHONE SUPPORT | | | | | |
| n/a | Option not available | | | | | |

Hardware support options as of 12/2018. All options displayed are direct Hardware Support options. Backline support options (L3) for Secure One Services certified support partners may differ. See also: <https://www.symantec.com/support-center/hardware-support>